Prince Edward Island
CANADA

Community Services and Seniors

Strategic Plan

2014/15 to 2017/18

CANADA

Community Services and Seniors

Message From the Minister

The Department of Community Services and Seniors is committed to working with all Islanders and community partners to help shape a stronger Prince Edward Island. As Minister, I am proud to work with this dedicated, caring team.

This strategic plan provides the public, staff, and our community partners with a clear vision that will guide our work. We all have a responsibility to help foster a caring, inclusive society, to end the isolation of men and women who are experiencing barriers, and to support and welcome everyone to be full and participating members of our communities.

In 2012, our government introduced the first Social Action Plan - aimed at supporting people to move out of poverty, protect and enhance the standard of living and quality of life for vulnerable members of our society, and provide opportunities for participation in and contribution to community life. Community Services and Seniors is the lead department for this initiative, but work is being done across government to fulfill this commitment.

As a result of the Social Action Plan, new investments and initiatives are being made in areas including housing, income support, early learning and education, employment supports and services, health, family supports, and social inclusion and participation.

Although progress has been made, we will continue to work toward our vision of "individuals, families and communities reaching their full potential".

I want to sincerely thank staff and community stakeholders for their input in developing this strategic plan. Together, we are focused on a common goal of supporting social and economic stability for individuals, families and communities.

Honourable Valerie E. Docherty, Minister
Community Services and Seniors

The Department of Community Services and Seniors

With approximately 400 employees and expenditures of more than $96 million, the Department of Community Services and Seniors is one of the largest departments within the provincial government. The department consists of four divisions: Child and Family Services; Social Programs; Housing, Seniors and Corporate Support and an Interministerial Women's Secretariat. The department is supported with finance, communications, human resources and information technology through other departments and agencies of the Government of Prince Edward Island including the Department of Finance and Municipal Affairs, Communications PEI and the Public Service Commission.

The Department of Community Services and Seniors provides leadership in the creation and delivery of programs and services to achieve results in the following areas:

- Protection for vulnerable and at-risk persons
- Social and economic stability
- A work environment conducive to employee engagement
- Service provision to a diverse population

Child and Family Services

The mandate of Child and Family Services is to provide a wide range of programs, services and resources to children, families and communities across the province to include Child Protection Services, Residential Services, Foster Care, Adoption Services, Family Ties and Family Violence Prevention.

Social Programs

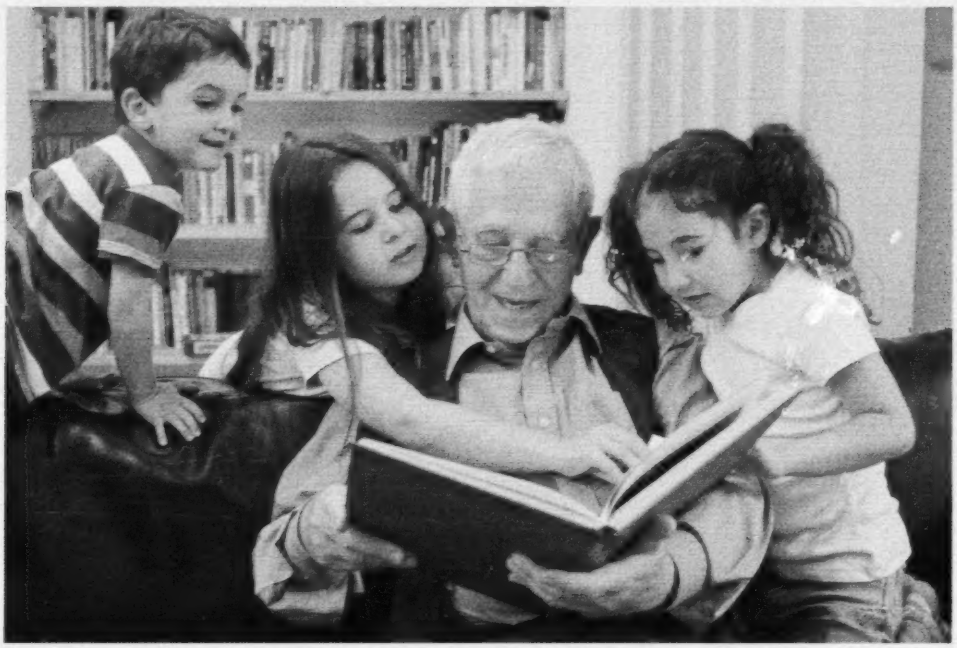
The Social Programs Division provides services in areas such as social assistance, child care subsidies and disability supports. The Division also supports the Disability Action Council which provides policy and program advice, promotes public awareness, and fosters the development of partnerships among persons with disabilities, Government and community. The Social Programs Division provides funding grants to community organizations to provide residential services for persons with intellectual and physical disabilities.

Housing, Seniors and Corporate Support

Housing Services provides Seniors and Family Housing as well as home repair and renovations. The Seniors Section provides support to the Seniors Secretariat which includes advice to guide the development of policy, programs and services that will improve the quality of life of Island seniors. The Seniors Section also serves as an entry point to information on provincial government programs and services for seniors, community groups, other governments and business. The Corporate Support Section is responsible for evaluation, program analysis, reporting and emergency social services.

Interministerial Women's Secretariat

The Interministerial Women's Secretariat provides assistance to the provincial government to promote the legal, social and economic equality of women. The Secretariat is mandated to partner with the community on projects to promote the status of women. Further, the Interministerial Women's Secretariat works in partnership with women's organizations to develop projects, programs and services that benefit women from Prince Edward Island. The Secretariat provides funding to the Advisory Council on the Status of Women, an arm's length organization whose role is to work for equality and to support women's full and active participation in social, legal, cultural, economic and political spheres of life.



Our Mission

To support social and economic stability for individuals, families and communities.

The Department of Community Services and Seniors contributes to the well being of individuals, families and communities by working collaboratively to promote the development of healthy, self-reliant individuals and to support and protect vulnerable members of the community.

Our Vision

"Individuals, families and communities reaching full potential."

The Department of Community Services and Seniors envisions a future where children, youth, adults and seniors are healthy, safe, secure and connected with communities. Professional and caring staff deliver programs and services that recognize each person's worth, dignity and responsibility to themselves, their families, communities and society.

Our Values

The Department of Community Services and Seniors values:

- treating people with respect, care and fairness
- person-centered programs that are timely, accessible and equitable
- integrity and diversity of our employees
- working collaboratively through open, honest, respectful communication

Goal 1 - Improved safety, security and dignity for children, youth, adults and seniors by supporting basic needs.

All people need to have their basic needs met in order to fully take part in and contribute to their own success and to the success of their families and communities. The Department of Community Services and Seniors has a role to play in supporting people to live in a safe and secure environment.

Strategy 1.1 Provide and support a continuum of resources for children, youth, adults and seniors.

- 1.1.1 Explore and implement enhancements to the food and shelter components of the Social Assistance Program.
- 1.1.2 Improve access to housing and needed home repairs.

Strategy 1.2 Promote the best interests of children in care through increased access to appropriate placements and services.

Strategy 1.3 Promote early identification and prevention programs for children, youth, adults and seniors.

Strategy 1.4 Increase awareness of the impacts of child abuse, the abuse of older adults, cyber violence, and family violence.

Goal 2 - Person-centred service delivery that is respectful, responsive, coordinated and effective.

The Department of Community Services and Seniors helps people navigate through difficult times with the support of our programs and services. We encourage independence and self reliance, as well as the support that exists between individuals, families and communities. We will continue to work with our partners to deliver services that meet changing needs.

Strategy 2.1 Increase collaboration with our partners

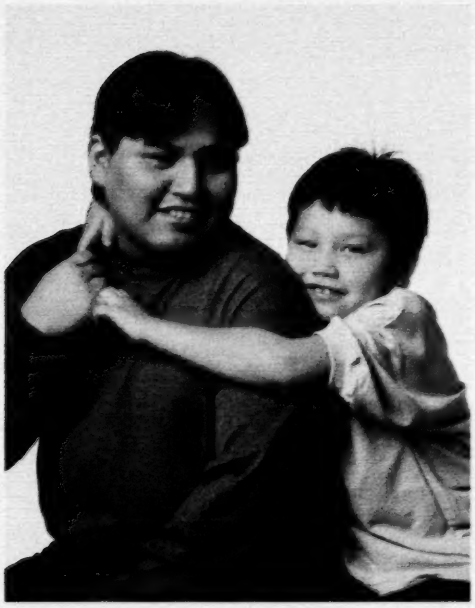
- 2.1.1 Establish mechanisms that facilitate collaboration.
- 2.1.2 Explore partnership options for the development of life skills, pre-employment and employment programming for persons with disabilities and persons receiving Social Assistance.
- 2.1.3 Work with the Disability Advisory Council to continue to address priority recommendations from the Disability Services Review.
- 2.1.4 Identify additional opportunities for the Seniors Secretariat to provide policy advice and input to government policy and planning for programs that impact seniors.
- 2.1.5 Identify options and implement expanded capacity for housing for persons who require supported living.
- 2.1.6 Participate in the development of a provincial mental health and addictions strategy.

Strategy 2.2 Enhance person-centered service delivery.

- 2.2.1 Develop clear and transparent program policies.
- 2.2.2 Apply gender and diversity perspectives to departmental programs, policies, and service delivery.
- 2.2.3 Implement requirements of the French Language Services Act.
- 2.2.4 Provide services that are respectful, effective and responsive to need.

Strategy 2.3 Improve public communications.

- 2.3.1 Improve department website content to enhance access to information and department policies.
- 2.3.2 Improve access to information about seniors services and healthy aging through an expanded seniors website.
- 2.3.3 Expand the effective use of emerging communication tools such as social media.



Goal 3 - Strengthened human resource and management practices.

The Department of Community Services and Seniors employs caring, committed professionals who deliver high quality services. We promote respect, open communication, leadership, diversity and best practice. We strive to provide a healthy and safe work environment where staff are engaged, supported and valued.

Strategy 3.1 Promote an organizational culture that supports employee engagement and healthy work sites.

Strategy 3.2 Continue to develop a professional and engaged public service through employee learning opportunities.

Strategy 3.3 Improve internal communication to be respectful, open, and enabling employees to contribute to organizational success.

Strategy 3.4 Provide employees with regular performance feedback and annual performance reviews to enhance communication, recognize employee accomplishments, increase accountability, solve problems in areas requiring improvement, and identify professional development plans.

Strategy 3.5 Support employee wellness and work/life balance.

Strategy 3.6 Explore and enhance retention, recruitment and succession planning.

Goal 4 - Improve organizational effectiveness through strengthened accountability and best practice.

Delivering the right service at the right time requires ongoing consideration of priorities while balancing fiscal realities. The Department of Community Services and Seniors strives to provide programs and services that make the most effective and efficient use of all of our resources, including staff, budget and technology.

Strategy 4.1 Monitor measures and indicators of social well being on Prince Edward Island.

Strategy 4.2 Improve processes and resources for policy development within the department.

- 4.2.1 Identify and prioritize policy needs.
- 4.2.2 Research and monitor trends regarding policies, programs and services of the department to inform decision making.
- 4.2.3 Enhance consultation with partners on policy, programs and services.

Strategy 4.3 Monitor the implementation of the Strategic Plan.

Strategy 4.4 Identify and implement opportunities through the provincial government's website transformation for enhanced web access to programs and services.

Strategy 4.5 Identify opportunities for improved budget planning and monitoring.